Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
Insurance	135 114	3 2	138 116
Customer Company Total	135 114	3 2	138 116

Insurance

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
Insurance	135	3	138
	17	0	17
Customer Company Total	135	3	138
	17	0	17

Insurance

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Insurance	135 0.42	3 0.36	138 0.42
Customer Company Total	135 0.42	3 0.36	138 0.42

Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
Customer Company	**Low**	**Medium**	**MR Total**
Insurance	135	3	138
	5	0	5
Customer Company Total	135	3	138
	5	0	5

Insurance

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	Low	Medium	ATTR Total
Insurance	135 20.90	3 1.20	138 20.47
Customer Company Total	135 20.90	3 1.20	138 20.47

Insurance

Detail

INC000000326699	Sandy Glaze	Server	None	None		TIR Missed:	Yes	TIR:	3.45
	Tech Support	Jenifer Christian	Insurance	Low	Closed	TTR Missed:	Yes	TTR:	945.73
INC000000336797	Terisa Anderson	Application	Error	None		TIR Missed:	No	TIR:	0.72
	Tech Support	Jenifer Christian	Insurance	Low	Closed	TTR Missed:	Yes	TTR:	823.22
INC000000340721	Jake W Garn	Application	Error	TeamMate Audit System		TIR Missed:	Yes	TIR:	3.86
	Tech Support	Jenifer Christian	Insurance	Low	Closed	TTR Missed:	Yes	TTR:	776.19
INC000000403341	David Flores	Application	Error	Citrix ICA Client		TIR Missed:	Yes	TIR:	2.43
	Application Services	Tony Larsen	Insurance	Low	Resolved	TTR Missed:	Yes	TTR:	33.27
INC000000406741	Betsy Jerome	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.26
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.26
INC000000407108	Carolyn Maynard	Application	Error	Citrix ICA Client		TIR Missed:	No	TIR:	0.12
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.64
INC000000407466	David Gaines	None	None	None		TIR Missed:	Yes	TIR:	1.26
	Application Services	Tony Larsen	Insurance	Low	Resolved	TTR Missed:	Yes	TTR:	152.85
INC000000407557	David A Stauffer	Telecom	Dial Tone	Telephone		TIR Missed:	No	TIR:	0.05
	Voice Operations	Romanza Hamblin	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.05
INC000000407677	Michael Covington	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.19
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.71
INC000000407703	Grace Reinhart	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.16
	Voice Operations	Romanza Hamblin	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.58
INC000000408383	Silmara Charlesworth	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000408611	Angela M Martinez	None	None	None		TIR Missed:	Yes	TIR:	4.28
	Application Support	Garry Gregson	Insurance	Low	Closed	TTR Missed:	No	TTR:	4.28
INC000000408853	David Snowball	Telecom	Area Code	Telephone		TIR Missed:	No	TIR:	0.15
	Voice Operations	Gail Christiansen	Insurance	Low	Closed	TTR Missed:	No	TTR:	2.75
INC000000408887	Jenifer Christian	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000408888	Jilene Whitby	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000408894	Eric Showgren	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00

Insurance

Incident	Requester	Category	Type	Item		Status	TIR Missed	TIR	TTR Missed	TTR
INC000000408898	Jaimee George	None	None	None			No	0.00		
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	No		No	0.00
INC000000408913	Paul Anderton	None	None	None			No	0.00		
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	No		No	0.00
INC000000408920	Carrie Monnier	None	None	None			No	0.00		
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	No		No	0.00
INC000000408979	Troy Stover	Telecom	Area Code	Telephone			No	0.14		
	Voice Operations	Gail Christiansen	Insurance	Low		Closed	No		No	1.32
INC000000409182	David A Stauffer	None	None	None			No	0.00		
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	No		No	0.00
INC000000409193	Ned Shimizu	None	None	None			No	0.00		
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	No		No	0.00
INC000000409196	Reed Kartchner	None	None	None			No	0.00		
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	No		No	0.00
INC000000409365	Troy Stover	None	None	None			No	0.00		
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	No		No	0.00
INC000000409957	Ned Shimizu	Network	Error	Novell eDirectory			Yes	1.80		
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	No		No	3.18
INC000000410806	Anna Weidauer	Application	None	Novell GroupWise			No	0.00		
	Application Services	Martin Gonzalez	Insurance	Low		Closed	No		No	3.72
INC000000410810	Anna Weidauer	None	None	None			No	0.00		
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	No		No	0.00
INC000000410849	Jilene Whitby	None	None	None			No	0.00		
	Application Development	Terry Davis	Insurance	Low		Closed	No		No	0.00
INC000000410919	Gail Fielding	None	None	None			No	0.00		
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	No		No	0.00
INC000000410931	Clarissa Crisp	Application	Error	Citrix ICA Client			Yes	2.80		
	Application Services	Tony Larsen	Insurance	Low		Closed	No		No	3.62
INC000000411087	Silmara Charlesworth	Telecom	Voice Mail	Telephone			No	0.18		
	Voice Operations	Romanza Hamblin	Insurance	Low		Closed	No		No	0.34
INC000000411110	Terisa Anderson	None	None	Citrix ICA Client			No	0.76		
	Application Services	Tony Larsen	Insurance	Low		Closed	No		No	1.62
INC000000411126	Weimei Ye	Application	None	Citrix ICA Client			Yes	1.40		
	Application Services	Tony Larsen	Insurance	Low		Closed	No		No	1.40

Insurance

INC000000411165	Gail Fielding	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.62
	Voice Operations	Romanza Hamblin	Insurance	Low	Closed	TTR Missed: No	TTR:	0.73
INC000000411231	Shane Sadler	Application	None	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000411381	Linda Hardy	Application	Password	PGP		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000411410	Anna Weidauer	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000411437	Silmara Charlesworth	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	2.35
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	2.35
INC000000411459	Anna Weidauer	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000411593	Brett Barratt	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000411907	Gail Fielding	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000412079	Doyle Christensen	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000412121	Doyle Christensen	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000412324	Jeff Hawley	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000412382	Betsy Jerome	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000412580	William Stimpson	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000412685	Sandra Halladay	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000412691	Beth Crim	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000412760	Sandy Glaze	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000412806	Beth Crim	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.76
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.84

Insurance

INC000000412809	Jilene Whitby	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000412860	Luanne Winters	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000412989	Colette Sawyer	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	1.11
INC000000413080	Eric Showgren	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000413274	Mary Dy	Application	Error	PGP		TIR Missed: Yes	TIR:	1.31
Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed		TTR Missed: No	TTR:	1.43
INC000000413372	Linda Hardy	PC/Laptop	None	PGP		TIR Missed: No	TIR:	0.35
Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed		TTR Missed: No	TTR:	0.68
INC000000413549	Brent Oscarson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.21
Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed		TTR Missed: No	TTR:	0.56
INC000000413718	Gail Fielding	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.19
Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed		TTR Missed: No	TTR:	1.01
INC000000414118	Jilene Whitby	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000414165	Cathy Burton	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.90
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	1.69
INC000000414203	Colette Sawyer	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.68
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	1.00
INC000000414259	Linda Hardy	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.28
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.57
INC000000414378	Linda Hardy	Application	Password	Novell GroupWise		TIR Missed: Yes	TIR:	4.67
Application Services	Paul Lundell	Insurance	Low	Closed		TTR Missed: No	TTR:	4.84
INC000000414385	Gale Lemmon	Network	Error	None		TIR Missed: Yes	TIR:	4.36
Help Desk	Brenda Treadway	Insurance	Low	Closed		TTR Missed: No	TTR:	5.16
INC000000414411	Adam Martin	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000414423	Cathy Burton	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000414654	Anne Stewart	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00

Insurance

INC000000414856	Ross Elliott	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000414916	Mark Kleinfield	Application	Password	PGP		TIR Missed: No	TIR:	0.11
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.62
INC000000414990	Betsy Jerome	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000414991	Linda Hardy	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000415400	Brett Barratt	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000415406	Angela M Martinez	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000415420	Mary Dy	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000415704	William Stimpson	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000415746	Linda Hardy	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000415794	Kris Redmond	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000415847	Mary Dy	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000415855	Mary Dy	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000415870	Nancy Askerlund	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000415894	Karon Hardman	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000415904	Gail Fielding	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000415938	Laura Shepherd	Application	None	None		TIR Missed: Yes	TIR:	1.04
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	1.61
INC000000416051	Hermoliva Abejar	Application	Error	Citrix ICA Client		TIR Missed: No	TIR:	0.60
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR:	1.31

Insurance

Incident	Name	Category 1	Category 2	Category 3		TIR Missed	TIR
INC000000416156	Gail Fielding	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000416401	Richard Grieser	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000416410	Armand Glick	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000416481	Gail Fielding	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000416510	Armand Glick	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000416590	Gail Fielding	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000416744	Diane Perucca	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000416821	Jenifer Christian	None	None	None		TIR Missed: No	TIR: 0.22
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No	TTR: 1.10
INC000000416922	Steven B Price	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR: 1.61
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 3.19
INC000000417994	Colette Sawyer	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 2.30
INC000000418069	Nancy Askerlund	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000418088	Mary Dy	PC/Laptop	Error	PGP		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.20
INC000000418133	Mary Dy	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000418146	Kris Redmond	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000418165	Anna Weidauer	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.16
	Voice Operations	Lois Schow	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.36
INC000000418166	Michael Covington	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.18
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 1.85
INC000000418476	Travis Wegkamp	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00

Insurance

INC000000418708	Angela M Martinez	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000418785	Anna Weidauer	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000418972	Jilene Whitby	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR:	2.08
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	2.08
INC000000419014	Gail Fielding	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.34
	Voice Operations	Romanza Hamblin	Insurance	Low	Resolved	TTR Missed: No	TTR:	2.58
INC000000419064	Gail Fielding	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.16
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	2.97
INC000000419116	Anna Weidauer	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.77
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.77
INC000000419142	Jilene Whitby	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.58
	Capitol Desktop Support	Paul Ross	Insurance	Medium	Resolved	TTR Missed: No	TTR:	0.58
INC000000419435	Anna Weidauer	None	None	None		TIR Missed: Yes	TIR:	4.27
	Application Services	Paul Lundell	Insurance	Low	Resolved	TTR Missed: No	TTR:	4.27
INC000000419661	Cathy Burton	Telecom	Coverage Path	Telephone		TIR Missed: No	TIR:	0.14
	Voice Operations	Lois Schow	Insurance	Medium	Resolved	TTR Missed: No	TTR:	0.64
INC000000419716	Linda Hardy	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000419730	Colette Sawyer	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000419830	Aaron Phillips	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000419914	Sandra Halladay	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000419920	Laura Shepherd	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.18
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	2.58
INC000000420112	Silmara Charlesworth	Application	Error	Adobe Acrobat		TIR Missed: No	TIR:	0.37
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	3.19
INC000000420153	Clarissa Crisp	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000420234	Tanji Northrup	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00

Insurance							

INC000000420340	Sandra Halladay	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000420345	Luanne Winters	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000420587	Anna Weidauer	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.56
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved	TTR Missed: No	TTR:	2.29
INC000000420929	Ramona Goodwin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000420940	Eric Showgren	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.28
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.97
INC000000421032	Gail Fielding	None	None	None		TIR Missed: No	TIR:	0.57
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.77
INC000000421107	Gail Fielding	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.14
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000421209	Paul Anderton	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.06
	Voice Operations	Romanza Hamblin	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.39
INC000000421239	Colette Sawyer	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.59
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	3.61
INC000000421258	Randy Overstreet	Application	Reporting	State Payroll Time Entry System		TIR Missed: No	TIR:	0.38
	Capitol Desktop Support	Tom Hanson	Insurance	Medium	Resolved	TTR Missed: No	TTR:	2.39
INC000000421312	Eric Showgren	None	None	None		TIR Missed: No	TIR:	0.06
	Application Support	Scott VanderLinden	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000421799	Clarissa Crisp	Application	None	Citrix ICA Client		TIR Missed: No	TIR:	0.63
	Application Services	Tony Larsen	Insurance	Low	Resolved	TTR Missed: No	TTR:	3.80
INC000000422132	Rudy VanBeekum	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000422136	Clarissa Crisp	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000422277	Richard Grieser	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000422452	Rudy VanBeekum	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000422545	Teresa Trusty	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00

Insurance

INC000000422622	Mark Kleinfield	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000422682	Jilene Whitby	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000423171	Jilene Whitby	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00